

## **Fast and Focused Search Results**

### **Application 09/801016**

File 348:EUROPEAN PATENTS 1978-201040  
(c) 2010 European Patent Office

File 349:PCT FULLTEXT 1979-2010/UB=20100930|UT=20100923  
(c) 2010 WIPO/Thomson

File 347:JAPIO Dec 1976-2010/Jun(Updated 100924)  
(c) 2010 JPO & JAPIO

File 350:Derwent WPIX 1963-2010/UD=201063  
(c) 2010 Thomson Reuters

File 625:American Banker Publications 1981-2008/Jun 26  
(c) 2008 American Banker

File 268:Banking Info Source 1981-2010/Sep W4  
(c) 2010 ProQuest Info&Learning

File 626:Bond Buyer Full Text 1981-2008/Jul 07  
(c) 2008 Bond Buyer

File 267:Finance & Banking Newsletters 2008/Sep 29  
(c) 2008 Dialog

File 637:Journal of Commerce 1986-2010/Oct 07  
(c) 2010 UBM Global Trade

File 608:MCT Information Svc. 1992-2010/Oct 07  
(c) 2010 MCT Information Svc.

File 15:ABI/Inform(R) 1971-2010/Oct 06  
(c) 2010 ProQuest Info&Learning

File 16:Gale Group PROMT(R) 1990-2010/Oct 05  
(c) 2010 Gale/Cengage

File 636:Gale Group Newsletter DB(TM) 1987-2010/Oct 06  
(c) 2010 Gale/Cengage

File 610:Business Wire 1999-2010/Oct 07  
(c) 2010 Business Wire.

File 810:Business Wire 1986-1999/Feb 28  
(c) 1999 Business Wire

File 275:Gale Group Computer DB(TM) 1983-2010/Aug 25  
(c) 2010 Gale/Cengage

File 624:McGraw-Hill Publications 1985-2010/Oct 07  
(c) 2010 McGraw-Hill Co. Inc

File 621:Gale Group New Prod.Annou.(R) 1985-2010/Aug 16  
(c) 2010 Gale/Cengage

File 613:PR Newswire 1999-2010/Oct 07  
(c) 2010 PR Newswire Association Inc

File 813:PR Newswire 1987-1999/Apr 30  
(c) 1999 PR Newswire Association Inc

File 148:Gale Group Trade & Industry DB 1976-2010/Oct 06  
(c) 2010 Gale/Cengage

File 35:Dissertation Abs Online 1861-2010/Sep  
(c) 2010 ProQuest Info&Learning

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13  
(c) 2002 Gale/Cengage

File 65:Inside Conferences 1993-2010/Oct 07  
(c) 2010 BLDSC all rts. reserv.

File 2:INSPEC 1898-2010/Sep W4  
(c) 2010 The IET

File 474:New York Times Abs 1969-2010/Oct 07  
(c) 2010 The New York Times

File 475:Wall Street Journal Abs 1973-2010/Oct 07  
(c) 2010 The New York Times

File 99:Wilson Appl. Sci & Tech Abs 1983-2010/Aug  
(c) 2010 The HW Wilson Co.

File 8:Ei Compendex(R) 1884-2010/Sep W4  
(c) 2010 Elsevier Eng. Info. Inc.

File 6:NTIS 1964-2010/Oct W2  
(c) 2010 NTIS, Intl Cpyrght All Rights Res

File 34:SciSearch(R) Cited Ref Sci 1990-2010/Oct W1  
(c) 2010 The Thomson Corp

File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec  
(c) 2006 The Thomson Corp

File 7:Social SciSearch(R) 1972-2010/Oct W1  
(c) 2010 The Thomson Corp

Set	Items	Description
S1	4515049	(PROJECT? ? OR OPERATIONS OR PURCHAS??? OR SUPPLY OR CHAIN OR SUPPLYCHAIN OR PERFORMANCE OR EXECUTION OR TASK? ? OR PROCUREMENT OR WORK()FLOW? ? OR WORKFLOW? OR JOBFLOW? ? OR JOB()FLOW? ? OR BULK OR SALES) (2N) (MANAG? OR OVERSEE? OR DECISION? OR COORDINAT? OR SUPERVI? OR DIRECTION OR DIRECTING OR DECI? OR HANDL? OR OVERSIGHT? OR RECONCIL? OR REVIEW? OR QUALITY(2W)CONTROL OR QC??? OR Q()C)
S2	4390365	(VERSUS OR COMPAR? OR (RELAT???) (1W) (TO OR WITH) OR DISCREPAN? OR ANOMAL??? OR DIFFERENCE? ?()IN OR DIFFERENCES OR GAP? ? OR UNRECONCIL? OR RECONCIL? OR BALANC??? OR CONFLICT??? OR CONTRAST??? OR SIDE(2X)SIDE OR UNMATCH??? OR NONMATCH??? OR NON()MATCH???) (3N) (DATA OR INFORMATION OR RESULTS OR INPUT OR STATISTICS OR

PERFORMANCE OR OUTPUTS OR FIGURES OR INDICATION? OR SIGNAL? ? OR  
 PROGRESS OR VALUES OR NUMBERS)

S3 244610 S1(F)S2

S4 28455 (ACTUAL OR REAL OR OBSERVED OR (WHEN OR AFTER OR AS OR  
 UPON) (2W)EXECUT?? OR REALWORLD OR REAL()WORLD OR EXACT OR  
 MEASURED) (9N) (ESTIMATED OR PREDICTED OR FORECAST?? OR ENVISIONED OR  
 PROPOSED OR PROPOSAL OR ANTICIPATED OR EXPECTED)

S5 26748 (PROCESSOR? OR MICROPROCESSOR? OR CHIP? ? OR MICROCHIP?  
 ? OR CPU? ? OR COMPUTERI? OR ALGORITHM? OR GENERAT? OR SOFTWARE OR  
 CYBER? OR SYSTEM? ? OR METHOD? ? OR APPARATUS OR DECISION? ? OR ENGINE?  
 ? OR DATA()PROCESS?)

S6 10296 S1(20N)S5

S7 3809 S5(20N)S4

S8 1519 S2(12N)S4

S9 2375 S6(F)S7

S10 369 S8(S3)S9

S11 134 S10 FROM 348,349,347,350

S12 235 S10 NOT S11

S13 90 S12 NOT PY>2000

S14 74 RD (unique items)

S15 36 S11 NOT AY>2000

S16 2 S2(12N) (COMPLEX()PROJECT? ?)

S17 3 S14 AND DISCREPAN?

S18 0 S16 NOT AY>2000

S19 71 S14 NOT S17

## PATENT LITERATURE RESULTS

15/3K/6 (Item 6 from file: 348)  
00457217

### **Computer integrated manufacturing.**

Integrierte Herstellung mit Rechner.

Fabrication integree avec calculateur.

### **Patent Assignee:**

- **International Business Machines Corporation** (200120)  
Old Orchard Road; Armonk, N.Y. 10504 (US)  
(applicant designated states: DE;FR;GB;IT)

### **Inventor:**

- **Kurtzberg, Jerome Marvin**  
2303 Mark Road; Yorktown Heights, N.Y. 10598; (US)
- **Levanoni, Menachem**  
623 Giordano Drive; Yorktown Heights, N.Y. 10598; (US)

### **Legal Representative:**

- **Monig, Anton, Dipl.-Ing. (8591)**  
IBM Deutschland Informationssysteme GmbH, Patentwesen und Urheberrecht;  
D-70548 Stuttgart; (DE)

	Country	Number	Kind	Date	
Patent	EP	445640	A2	19910911	(Basic)
Patent	EP	445640	A3	19940302	
Application	EP	91102901		19910228	
Priorities	US	491410		19900309	

### **Designated States:**

DE; FR; GB; IT

**International Patent Class (V7):** G06F-015/20; ; **Abstract Word Count:** 48

**Language** Publication: English

**Procedural:** English

Application: English

Fulltext Availability	Available Text	Language	Update	Word Count
CLAIMS A		(English)		320
SPEC A		(English)		2999
Total Word Count (Document A) 3319				
Total Word Count (Document B) 0				
Total Word Count (All Documents) 3319				

**Specification:** ...the second phase the system operates as a "consultant". This means that the process still runs in a business-as-usual mode, but now the **system** provides predictions and improvement suggestions. These are closely monitored by process personnel who compare the **system** predictions to **actual results**. Any **discrepancies** between **predicted** and **actual** results are investigated, their causes determined and corrective action is taken.

Finally, the **system** gets full control of the process. This is done sequentially so that the lowest process in the hierarchy is converted to automated mode first, followed...

---

**Dialog eLink:** [Order File History](#)

DIALOG(R)File 348: EUROPEAN PATENTS  
(c) 2010 European Patent Office. All rights reserved.  
15/3K/3 (Item 3 from file: 348)  
00725169

**SYSTEM FOR REAL TIME OPTIMIZATION AND PROFIT DEPICTION**  
SYSTEM ZUR ECHTZEIT OPTIMIERUNG UND DARSTELLUNG DES GEWINNS  
SYSTEME D'OPTIMISATION EN TEMPS REEL ET DE REPRESENTATION DU PROFIT

**Patent Assignee:**

- **DOW BENELUX N.V.** (1065432)  
Herbert H. Dowweg 5; 4542 NM Hoek (NL)  
(Proprietor designated states: all)

**Inventor:**

- **KRIST, Johannes, H., A.**  
Jan van Galenstraat 56; NL-4535 BX Terneuzen; (NL)
- **LAPERRE, Martine, R.**  
Graaf d'Ursellaan 27; B-8301 Knokke-Heist; (BE)
- **WASSINK, Steven, Groot**  
Polenstraat 8; NL-4571 BZ Axel; (NL)
- **KOOLEN, Johannes, L., A.**  
Berkelstraat 3; NL-4535 CH Terneuzen; (NL)
- **SPRENKELS, Jacobus, C., M.**  
Akkerwindelaan 3; NL-4537 CH Terneuzen; (NL)

**Legal Representative:**

- **Betten & Resch (101031)**  
Reichenbachstrasse 19; 80469 Munchen; (DE)

	Country	Number	Kind	Date	
Patent	EP	750757	A1	19970102	(Basic)
Patent	EP	750757	B1	20010214	
	WO	9525295		19950921	
Application	EP	95912249		19950317	
	WO	95EP1010		19950317	
Priorities	US	210191		19940317	
	US	399288		19950306	

**Designated States:**

AT; BE; CH; DE; DK; ES; FR; GB; GR; IE;  
IT; LI; LU; MC; NL; PT; SE

**International Patent Class (V7):** G05B-013/00

**NOTE:** No A-document published by EPO

**Language** Publication: English

Procedural: English

Application: English

Fulltext Availability	Available Text	Language	Update	Word Count
CLAIMS B		(English)	200107	1962
CLAIMS B		(German)	200107	1802
CLAIMS B		(French)	200107	2200
SPEC B		(English)	200107	41016
Total Word Count (Document A) 0				

Fulltext Availability	Available Text	Language	Update	Word Count
Total Word Count (Document B) 46980				
Total Word Count (All Documents) 46980				

**Specification:** ...604, and Equation 605 to respectively exist in a practical situation.

The mathematical variables (DELTA)S1)), (DELTA)S2)), and (DELTA)S3)) are, therefore, the respective **differences** between the **estimated** values S1est)), S2est)), and S3est)) and the further respective **measured** values S1meas)), S2meas)), and S3meas)) related to theoretical entities S1)), S2)), and S3)). In an ideal **system**, S1)), S1est)), and S1meas)) should be the same value and (DELTA)S1)), (DELTA)S2)), and (DELTA)S3)) and would each have a zero value quantity...

---

**Dialog eLink:** [Order](#) [File](#) [History](#)

15/3K/31 (Item 25 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

(c) 2010 WIPO/Thomson. All rights reserved.

00415592

## SYSTEM AND METHOD FOR MATERIALS PROCESS CONTROL SYSTEME ET PROCEDE SERVANT A COMMANDER LE TRAITEMENT DE MATERIAUX

**Patent Applicant/Patent Assignee:**

- **THE UNITED STATES OF AMERICA** represented by **THE SECRETARY OF AGRICULTURE**

**Inventor(s):**

- **ANTHONY William S**
- **BYLER Richard K**

	Country	Number	Kind	Date
Patent	WO	9806053	A1	19980212
Application	WO	97US13553		19970731
Priorities	US	96691069		19960801

**Designated States:** (Protection type is "Patent" unless otherwise stated - for applications

prior to 2004)  
CN, JP, KR, AT, BE, CH, DE, DK, ES, FI,  
FR, GB, GR, IE, IT, LU, MC, NL, PT, SE  
**Language** Publication Language: English  
Fulltext word count: 78669

### Detailed Description:

...is measured using camera 212 and moisture meter 214 to obtain sensor data on color, trash content, and moisture content.

In a step 1206, the **measured** sensor **data** is **compared** to the **predicted values** computed in step 1108 to determine Error12. Error12 is fed back to Station 1 (step 1110) in a step 1208.

Using the sensor data obtained in... ..adjust the decision for the optimum gin sequence of lint cleaners in a step 1220. The measured values - 38 are adjusted by Error..., and the **decision** process is iterated. The **measured** values at Station 3 are also used to verify **predicted** values for the entire **system**.

A flow diagram of the process steps carried out for Station 3 (see FIG. 2) is shown in FIG. 13. In a step 1302, a... ..is measured using camera 212 and moisture meter 214 to obtain sensor data on color, trash content, and moisture content. In a step 1306, the **measured** sensor **data** is **compared** to the **predicted values** computed in step 1212 to determine Error23. Error23 is fed back to Station 2 (step 1214) in a step 1308.

Each of the three software...

---

**Dialog eLink:** [Order File History](#)  
15/3,K/36 (Item 1 from file: 350)  
DIALOG(R)File 350: Derwent WPIX  
(c) 2010 Thomson Reuters. All rights reserved.

0005936392 *Drawing available*  
WPI Acc no: 1992-167325/199220



XRPX Acc No: N1992-124862

**Personnel planning, scheduling, and management unit - organising server into management unit, defining tour template describing bounded work shift, and correlating tour template with forecast to generate tour unit**

Patent Assignee: CROCKETT G B (CROC-I); IEX CORP (IEXI-N); TEX CORP (TEXT-N)

Inventor: CASTONGUAY R M; CROCKETT G B; JORDAN B B; LEGGETT E W

Patent Family ( 6 patents, 17 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 1992007318	A1	19920430	WO 1991US7513	A	19911011	199220	B
AU 199189076	A	19920520	AU 199189076	A	19911011	199233	E
			WO 1991US7513	A	19911011		
US 5185780	A	19930209	US 1990596689	A	19901012	199308	E
US 5289368	A	19940222	US 1990596720	A	19901012	199408	E
US 5325292	A	19940628	US 1990596694	A	19901012	199425	E
			US 199397330	A	19930726		
US 5911134	A	19990608	US 1990597370	A	19901012	199930	E

Priority Applications (no., kind, date): US 1990596689 A 19901012; US 1990596694 A 19901012; US 1990596720 A 19901012; US 1990596873 A 19901012; US 1990597370 A 19901012; US 199397330 A 19930726

Patent Details

Patent Number	Kind	Lang	Pgs	Draw	Filing Notes		
WO 1992007318	A1	EN	65	11			
National Designated States,Original	AU CA DE JP						
Regional Designated States,Original	AT BE CH DE DK ES FR GB GR IT LU NL SE						
AU 199189076	A	EN			PCT Application	WO 1991US7513	
					Based on OPI patent	WO 1992007318	
US 5185780	A	EN	20	11			
US 5289368	A	EN	21	11			
US 5325292	A	EN	21	11	Continuation of application	US 1990596694	

Original Publication Data by AuthorityArgentina**Publication No. ...Original Abstracts:**codes for each server juxtaposed with the timescale to indicate the server's availability to respond to an event during the server's schedule. The **system** also generates a companion performance analysis screen. The performance analysis screen includes a timescale representation of **forecast** time period intervals, and displays call handling performance **data** for each interval **comparing** actual event load **during the forecast** time period **with the** event load **expected to occur** during the **forecast** time period...

**Dialog eLink:** [Order File History](#)

15/3K/7 (Item 1 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

(c) 2010 WIPO/Thomson. All rights reserved.

00816778

## **DECISION SUPPORT SYSTEM AND METHODOLOGY WITH MULTI-DIMENSIONAL ANALYSIS**

SYSTEME ET METHODOLOGIE D'AIDE A LA DECISION PAR ANALYSE MULTIDIMENSIONNELLE

### **Patent Applicant/Patent Assignee:**

- **GE FINANCIAL ASSURANCE HOLDINGS INC**  
6604 West Broad Street, Richmond, VA 23230; US; US(Residence);  
US(Nationality)

### **Inventor(s):**

- **ANDERSON Eric William**  
526 Tarragon Drive, San Rafael, CA 94903; US
- **DINSMORE Mark Steven**  
1778 Helane Court, Benicia, CA 94510; US
- **MANNA CIO Eugene Richard**  
428 Alameda de la Loma, Novato, CA 94949; US

### **Legal Representative:**

- **CHASKIN Jay L(et al)(agent)**  
General Electric Company, 3135 Easton Turnpike W3C, Fairfield, CT 06431; US

	Country	Number	Kind	Date
Patent	WO	200150306	A2	20010712

	Country	Number	Kind	Date
Application	WO	2000US34033		20001215
Priorities	US	99474772		19991230

**Designated States:** (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AL, AM, AT, AU, AZ, BA, BB, BG, BR,  
 BY, CA, CH, CN, CR, CU, CZ, DE, DK, EE,  
 ES, FI, GB, GD, GE, GH, GM, HR, HU, ID,  
 IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC,  
 LK, LR, LS, LT, LU, LV, MD, MG, MK, MN,  
 MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE,  
 SG, SI, SK, SL, TJ, TM, TR, TT, UA, UG,  
 UZ, VN, YU, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
 GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
 MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
 UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

**Language** Publication Language: English

Filing Language: English

Fulltext word count: 7718

### Detailed Description:

...of the value of financial products based upon various input data associated with such financial products.

Another object of the invention is to provide a **system** and **method** for calculating **actual** results, **expected** results, and the ratio between **actual** and **expected** results in connection with insurance policies, thereby allowing for robust, flexible, and useful data analysis.

3

Another object of the invention is to provide a ... ..analyze data in order to assist in decision making with respect to the underwriting, marketing and packaging of financial products. In one particular embodiment, the **system** and methodologies disclosed herein further allow the determination of the **actual** results and the **expected** results for long term care insurance based upon data provided to the **system**. Such data ...by the policy

holder and the expected amount of claims to be paid out on the policy, may also be aggregated, calculated and displayed. The **actual** and **expected results** can be **compared**, including the calculation of the ratio of **actual** to **expected** results.

Results can also be segmented by range or value within dimensions as selected by the user such as age, marital status and profession. From...

---

**Dialog eLink:** [Order File History](#)

15/3K/29 (Item 23 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

(c) 2010 WIPO/Thomson. All rights reserved.

00487178

**TRACKPOINT-BASED COMPUTER-IMPLEMENTED SYSTEMS AND METHODS FOR FACILITATING COLLABORATIVE PROJECT DEVELOPMENT AND COMMUNICATION**

SYSTEME ET PROCEDE DE JALONNEMENT INFORMATISES DE COMMUNICATION ET DE SUIVI DE PROJET EN EQUIPE

**Patent Applicant/Patent Assignee:**

- NEXPRISE INC
- PAGE John D
- BOUCHARD Eugene E
- SRIRAM Venkat R
- STANELLE Scott E

**Inventor(s):**

- PAGE John D
- BOUCHARD Eugene E
- SRIRAM Venkat R
- STANELLE Scott E

	Country	Number	Kind	Date
Patent	WO	9918530	A1	19990415
Application	WO	98US20771		19981001
Priorities	US	9761198		19971006
	US	9761129		19971006

	Country	Number	Kind	Date
	US	9761299		19971006
	US	9761214		19971006
	US	9761552		19971006
	US	9762542		19971006

**Designated States:** (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY,  
CA, CH, CN, CU, CZ, DE, DK, EE, ES, FI,  
GB, GD, GE, GH, GM, HR, HU, ID, IL, IS,  
JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS,  
LT, LU, LV, MD, MG, MK, MN, MW, MX, NO,  
NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK,  
SL, TJ, TM, TR, TT, UA, UG, US, UZ, VN,  
YU, ZW, GH, GM, KE, LS, MW, SD, SZ, UG,  
ZW, AM, AZ, BY, KG, KZ, MD, RU, TJ, TM,  
AT, BE, CH, CY, DE, DK, ES, FI, FR, GB,  
GR, IE, IT, LU, MC, NL, PT, SE, BF, BJ,  
CF, CG, CI, CM, GA, GN, GW, ML, MR, NE,  
SN, TD, TG

**Language** Publication Language: English

Fulltext word count: 9076

### Detailed Description:

...different types of information, other than tasks and dates, with other project participants. By way of example, a project participant may wish to employ the **project management software** to communicate to those interested that a new piston design has been selected and also include a drawing of the newly designed piston in the ... ..on timely delivery of finished components to perform his job). Without these communication facilities, project participants must switch to other communication modalities outside of the **project management software** environment to communicate, e.g., switch to email, phone, facsimile, or the like. When that happens, it becomes very difficult to centralize record keeping of...relevant to that particular project participant. Likewise, there is usually no facility with which a project participant can easily ask the typical collaborative Gantt chart **software** to compare the **actual** performance **versus** the **expected performance** of a trackable item in order to **generate** a notification or a warning. Typical collaborative Gantt charts also lack the aforementioned annotation capability, making it difficult for project participants to communicate the reasons...

**Dialog eLink:** [Order File History](#)

15/3K/14 (Item 8 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

(c) 2010 WIPO/Thomson. All rights reserved.

00777017

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A HOST  
FRAMEWORK DESIGN IN AN E-COMMERCE ARCHITECTURE**  
SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION DESTINES A LA  
CONCEPTION D'UNE STRUCTURE D'ORDINATEUR CENTRAL DANS UNE  
ARCHITECTURE DE COMMERCE ELECTRONIQUE

**Patent Applicant/Patent Assignee:**

- **ACCENTURE LLP**

1661 Page Mill Road, Palo Alto, CA 94304; US; US(Residence);  
US(Nationality); (For all designated states except: US)

**Patent Applicant/Inventor:**

- **UNDERWOOD Roy A**

4436 Hearthmoor Court, Long Grove, IL 60047; US; US(Residence);  
US(Nationality); (Designated only for: US)

**Legal Representative:**

- **HICKMAN Paul L (agent)**

Oppenheimer Wolff & Donnelly, LLP, 38th Floor, 2029 Century Park East, Los  
Angeles, CA 90067-3024; US

	Country	Number	Kind	Date
Patent	WO	200109752	A2-A3	20010208
Application	WO	2000US20560		20000728
Priorities	US	99364733		19990730

**Designated States:** (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY,  
CA, CH, CN, CU, CZ, DE, DK, EE, ES, FI,  
GB, GE, GH, GM, HR, HU, ID, IL, IS, JP,  
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,  
LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ,  
PL, PT, RO, RU, SD, SE, SG, SI, SK, SL,

TJ, TM, TR, TT, UA, UG, US, UZ, VN, YU,  
ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

**Language** Publication Language: English

Filing Language: English

Fulltext word count: 122613

### Detailed Description:

...designer.

#### Test Execution

##### Description

If testing environments have been created, application testing scenarios and scripts should be created to evaluate the application functions as designed. **Actual results** are **compared** against **expected results** portion of the present description with the test conditions. The use of automated testing tools is essential for fast, accurate regression and performance testing. Ensure... ..or manual testing processes, after the completion of each testing cycle it should be clear as to what defects still exist within the system. By **comparing actual results** with **expected** results, the application tester and developer can quickly detect design and development errors within the **system**.

#### Tool Recommendation

The ReTA Component Test Plan-Prep Workbook provides the mechanism for maintaining expected and **actual** results. The Expected and **Actual** Results worksheet outlines the **expected** result for each condition and lists the **actual** result encountered during the test execution.

#### Procedures /Standards

During the automated test execution process, the testing tool may automatically verify the current state of the **system** (i.e. **actual** results) against the **expected** state of the **system** (i.e. expected results) for each test case defined in the test script. Execution status may be reported through the reporting function of the toolset...

15/3K/32 (Item 26 from file: 349)  
DIALOG(R)File 349: PCT FULLTEXT  
(c) 2010 WIPO/Thomson. All rights reserved.

00412364

**COMPUTER IMPLEMENTED MACHINE LEARNING METHOD AND  
SYSTEM**  
SYSTEME ET PROCEDE D'APPRENTISSAGE AUTOMATIQUE INFORMATISE

**Patent Applicant/Patent Assignee:**

- **FRANCONE Frank D**

**Inventor(s):**

- **FRANCONE Frank D**
- **NORDIN Peter**
- **BANZHAF Wolfgang**

	Country	Number	Kind	Date
Patent	WO	9802825	A2	19980122
Application	WO	97US11905		19970710
Priorities	US	96679555		19960712
	US	96682859		19960712
	US	96674337		19960712

**Designated States:** (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AM, AT, AU, BB, BG, BR, BY, CA, CH, CN,  
CZ, DE, DK, EE, ES, FI, GB, GE, HU, IS,  
JP, KE, KG, KP, KR, KZ, LK, LR, LT, LU,  
LV, MD, MG, MN, MW, MX, NO, NZ, PL, PT,  
RO, RU, SD, SE, SG, SI, SK, TJ, TM, TT,  
UA, UG, UZ, VN, GH, KE, LS, MW, SD, SZ,  
UG, ZW, AT, BE, CH, DE, DK, ES, FI, FR,  
GB, GR, IE, IT, LU, MC, NL, PT, SE, BF,  
BJ, CF, CG, CI, CM, GA, GN, ML, MR, NE,  
SN, TD, TG

**Language** Publication Language: English

Fulltext word count: 30739

**Detailed Description:**



...below the input vector has more than 10 components, and the output vector has in some cases two outputs. The fitness used to guide the **system** during evolution is often some kind of error summation of the **expected values** **versus** the **actual values** produced by an individual program

Khepera Robot Experiments

Experiments for both the memory and non-memory embodiments of the present invention were performed with a...

---

**Dialog eLink:** [Order File History](#)

15/3K/27 (Item 21 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

(c) 2010 WIPO/Thomson. All rights reserved.

00560520

**TEST ENVIRONMENT FOR BOTH A DEVICE AND A PROTOCOL**  
ENVIRONNEMENT DE TEST A LA FOIS POUR DISPOSITIF ET POUR  
PROTOCOLE

**Patent Applicant/Patent Assignee:**

- **INSILICON CORPORATION**
- **PALEY Daniel Noah**
- **KNECHT Mark William**

**Inventor(s):**

- **PALEY Daniel Noah**
- **KNECHT Mark William**

	Country	Number	Kind	Date
Patent	WO	200023893	A2	20000427
Application	WO	99US23859		19991015
Priorities	US	98174250		19981016

**Designated States:** (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AL, AM, AT, AU, AZ, BA, BB, BG, BR,  
BY, CA, CH, CN, CR, CU, CZ, DE, DK, DM,  
EE, ES, FI, GB, GD, GE, HR, HU, ID, IL,  
IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK,  
LR, LS, LT, LU, LV, MA, MD, MG, MK, MN,  
MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE,  
SG, SI, SK, SL, TJ, TM, TR, TT, TZ, UA,  
UG, US, UZ, VN, YU, ZA, ZW, GH, GM, KE,  
LS, MW, SD, SL, SZ, TZ, UG, ZW, AM, AZ,  
BY, KG, KZ, MD, RU, TJ, TM, AT, BE, CH,  
CY, DE, DK, ES, FI, FR, GB, GR, IE, IT,  
LU, MC, NL, PT, SE, BF, BJ, CF, CG, CI,  
CM, GA, GN, GW, ML, MR, NE, SN, TD, TG

**Language** Publication Language: English

Fulltext word count: 34294

### Detailed Description:

...be able to do this in an automated fashion. Such a test environment must be able to effectively close the loop by being able to **generate** the operations for the test, monitor the **actual results**, and **compare** the **actual results** to the **expected**/desired results.

It is a further object of the invention to provide a test environment that allows separate development of the design and the test...

---

**Dialog eLink:** [Order File History](#)

15/3K/23 (Item 17 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

(c) 2010 WIPO/Thomson. All rights reserved.

00761423

**A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR  
EFFECTIVELY CONVEYING WHICH COMPONENTS OF A SYSTEM ARE  
REQUIRED FOR IMPLEMENTATION OF TECHNOLOGY**  
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR L'ACHEMINEMENT  
EFFICACE DES COMPOSANTS D'UN SYSTEME NECESSAIRES A LA MISE EN  
PRATIQUE D'UNE TECHNOLOGIE

**Patent Applicant/Patent Assignee:**

- **ACCENTURE LLP**  
100 South Wacker Drive, Chicago, IL 60606; US; US(Residence);  
US(Nationality)

**Inventor(s):**

- **GUHEEN Michael F**  
2218 Mar East Street, Tiburon, CA 94920; US
- **MITCHELL James D**  
3004 Alma, Manhattan Beach, CA 90266; US
- **BARRESE James J**  
757 Pine Avenue, San Jose, CA 95125; US

**Legal Representative:**

- **BRUESS Steven C (agent)**  
Merchant & Gould P.C., P.O. Box 2903, Minneapolis, MN 55402-0903; US

	Country	Number	Kind	Date
Patent	WO	200073929	A2	20001207
Application	WO	2000US14457		20000524
Priorities	US	99321136		19990527

**Designated States:** (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AT (utility model), AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CR, CU, CZ, CZ (utility model), DE, DE (utility model), DK, DK (utility model), DM, DZ, EE, EE (utility model), ES, FI, FI (utility model), GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KR (utility model), KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SK (utility model), SL, TJ, TM, TR, TT, TZ, UA, UG, UZ, VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ; UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

**Language** Publication Language: English

Filing Language: English

Fulltext word count: 150133

### Detailed Description:

...Harnesses and drivers, which call up a module and emulate the context in which the module will be called in the production environment.

#### Test Result **Comparison**

Test Result **Comparison** tools are utilities used to **compare expected** and **actual results**. These tools outline the **differences** between **actual** and **expected results** by **comparing** files and databases. Most of these tools offer functionality such as byte-bybyte **comparison** of files and the ability to mask certain fields such as date and time.

#### Test Coverage Measurement

Test Coverage Measurement tools are used to analyze... ..areas of the Operations Architecture have the appropriate MODE sub-functions listed, along with requirements for management solutions and current tools that assist and automate **management** solutions.

#### Cautions and Caveats

Unlike the Application and Execution Architectures, every function of the Operations Architecture must be reviewed. All components of the Operations Architecture...

...candidate (i.e. still in business, good

recent product support track record)

verify the version of the tool to be installed will still provide the **management** solution required

verify the tool(s) will integrate with existing tool(s)

verify the tool(s) will integrate with other planned tool(s) acquisition(s...

## NON-PATENT LITERATURE

19/5,K/58 (Item 9 from file: 148)  
DIALOG(R)File 148: Gale Group Trade & Industry DB  
(c) 2010 Gale/Cengage. All rights reserved.

07299271    **Supplier Number:** 16086992 (USE FORMAT 7 OR 9 FOR FULL TEXT )  
**Productivity during the workout process - toward the turnaround.**

Wanat, Robert  
National Productivity Review , v13 , n3 , p387(12)  
Summer , 1994  
ISSN: 0277-8556  
**Language:** ENGLISH  
**Record Type:** FULLTEXT; ABSTRACT  
**Word Count:** 4109    **Line Count:** 00344

**Abstract:** Productivity must be maintained by marginally productive companies in workout situations, during which companies emphasize the achievement of goals vital to their survival. Companies need to address issues concerning productivity before infusing additional capital for underperforming units so as to prevent further profit losses. Actual cases show that the success of the workout process is linked to improved productivity.

**Special Features:** illustration; table; graph  
**Industry Codes/Names:** BUS Business, General  
**Descriptors:** Industrial productivity--Analysis; Corporate turnarounds--Management  
**File Segment:** TI File 148  
...the same general principles can be used to provide an essential feedback mechanism for both support functions and service companies.  
To be effective, a measurement **system** must be developed that covers a broad range of the organization's activities. When developed, **actual results** must be **compared** with the **expected performance** of various activities. For example, it is more meaningful to measure the dollar value of sales orders written than it is to measure an intermediate...

---

19/5,K/47 (Item 12 from file: 275)  
DIALOG(R)File 275: Gale Group Computer DB(TM)  
(c) 2010 Gale/Cengage. All rights reserved.

01304268    **Supplier Number:** 07377718 (Use Format 7 Or 9 For FULL TEXT )

## How to live up to deadlines. (project-management packages )

Industrial Computing , p33(3)

May , 1989

ISSN: 0268-7860

**Language:** ENGLISH **Record Type:** FULLTEXT; ABSTRACT

**Word Count:** 2497 **Line Count:** 00197

**Abstract:** Project management, defined as the management of a set of prioritized objectives against specified budgets, is ideally suited to computerization because it involves analyzing and comparing interrelated data. Computer-based project management systems can be used to track the process of projects and re-tune plans as necessary. Choosing a project-management software package requires consideration of project size and type, what types of reports are needed, and what hardware is to be used. Commercially available project-management software ranges in price from 200 to 50,000 pounds sterling, with higher-end systems offering more extensive report facilities and multiuser capabilities. Most systems include relational data bases and let users export data into other software suites for integration with production planning and control systems.

**Descriptors:** Project Management Systems; Software Selection; Report Generation Software; Relational Data Base Management Systems; MRP; Critical Path Method

**File Segment:** CD File 275

...time budgets. It might be the research, design and development of a new product, organising planned plant maintenance, or the construction of an oil rig. **Project management** is ideally suited to **computerisation**, because much of the work involved lies in accurately analysing and comparing information about the interrelationships between activities, completion dates and the required resources. A...

...patterns will effect the expected task duration, since the availability of resources needed for the job will vary. The interrelationships are complex. The use of **project management software** can help in planning for such work and ultimately aims to keep the whole job or project under control.

**Project management** is perhaps of most value in batch fixed-price or make-to-contract environments, where each order involves a degree of customisation and has a...

...Once set out, a project plan becomes a guide to how the whole job should pan out and serves as a kind of benchmark, monitoring **progress** by comparing **actual** position of jobs against their **expected** status. More often, computer-based **project management systems** are being used to plan and 'track' the progress of projects,

with the plan being re-tuned as variables or resource constraints change with time.

Q With so many **project management software** packages available, how do I identify the one for me?

A There are a number of purchasing criteria that are worth considering.

\* Size and type of project: Do you want to draw up network plans and do critical path analysis, or full **project management** with simulation, tracking and risk analysis? Some simple network **systems** aren't flexible enough to manage jobs dependent on the completion of a whole series of finish-to-start-dependent tasks which may, in practice...

---

19/5,K/44 (Item 9 from file: 275)

DIALOG(R)File 275: Gale Group Computer DB(TM)

(c) 2010 Gale/Cengage. All rights reserved.

01310130 **Supplier Number:** 07582034 (Use Format 7 Or 9 For FULL TEXT )

**Critical paths. (project management software; includes glossary of terms and related article on KeyPlan's beta test) (evaluation)**

Landis, Ken

MacUser , v5 , n10 , p162(9)

Oct , 1989

**Document Type:** evaluation

ISSN: 0884-0997

**Language:** ENGLISH **Record Type:** FULLTEXT; ABSTRACT

**Word Count:** 3723 **Line Count:** 00304

**Abstract:** Project management software for the Macintosh falls into two categories: low-end outliners and schedulers and high-end project tracking systems. The \$195 FastTrack Scheduler provides the most functions in the low-end category and is the perfect tool for consulting or editorial scheduling. Another Gantt-based package is the \$195 MacSchedule, which offers limited graphics and is not recommended for advanced Gantt users. Schedule Maker is a dedicated scheduling system, offers no project management capabilities and costs \$295. The high-end packages range from the \$595 Micro Planner Plus and \$100 Project Exchange, which work well in large organizations with mixed PC-compatible and Mac environments and provide PERT and CPM implementation, to the \$152 PERT and Critical Path Techniques, which is the most technically sophisticated package evaluated. The \$495 MacProject II works well where multiple resources are used and completion dates are important. Information Manager is a dedicated database designed for use with MacProject II or Micro Planner and costs \$195. **Captions:** Project management: features chart. (chart)

**Special Features:** illustration; chart

**Company Names:** AEC Management Systems Inc.--Products; Claris Corp.--Products; FunSoft Inc. --Products; Micro Planning International Inc.--Products; Lionheart Press--Products; Craig Management Inc.--Products

**Descriptors:** Software packages; Evaluation; Project Management Systems

**SIC Codes:** 7372 Prepackaged software

**Trade Names:** FastTrack Schedule 1.02 (Project management software)--evaluation; Information Manager 1.22 (Project management software)--evaluation; MacProject II 2.0 (Project management software)--evaluation; MacSchedule 1.1.1 (Project management software)--evaluation; Micro Planner Plus 6.1F (Project management software)--evaluation; Project Exchange 1.08 (Computer program)--evaluation; PERT and Critical Path Techniques 6.0 (Computer program)--evaluation; Schedule Maker 2.0 (Computer program)--evaluation

**File Segment:** CD File 275

...s exactly the way you want it, and it can do these tasks in a fraction of the time it would take you.

The Macintosh **project-management-software** market is divided basically into two categories: simple outliners and schedulers, and project-tracking **systems**. Outliners and schedulers help organize your resources and produce Gantt charts to show you the structure of a project.

By comparison, full-fledged **project-management systems** not only plan a project but are also able to dynamically adjust plans based on actual performance and to give status reports. Caring for these...

...the system falls behind the project, its output becomes useless. These tools provide PERT and CPM planning techniques as well as basic management reporting on **actual versus forecast figures** for time and budget. Even so, the strength of these programs is their ability to construct a project-management plan rather than their ability to...II, Micro Planner and Project Exchange, and Information Manager. Two of these systems, MacProject II and Micro Planner, use the simulations of PERT and CPM **methods** and include integrated datamanagement and reporting tools for tracking a project's **actual versus predicted performance**. **Information Manager** is a highly specialized database program that can be used alone or with the other two packages.

MacProject II has a highly structured approach. The...



19/5,K/48 (Item 13 from file: 275)  
DIALOG(R)File 275: Gale Group Computer DB(TM)  
(c) 2010 Gale/Cengage. All rights reserved.

01291552 **Supplier Number:** 07130626 (Use Format 7 Or 9 For FULL TEXT )  
**Decision support systems for small business.**

Gupta, Jatinder N.D.; Harris, Thomas M.  
Journal of Systems Management , v40 , n2 , p37(5)  
Feb , 1989  
ISSN: 0022-4839

**Language:** ENGLISH **Record Type:** FULLTEXT; ABSTRACT  
**Word Count:** 2968 **Line Count:** 00245

**Abstract:** Executives in small businesses may benefit from using computers and information technology to help in making decisions. Decision support systems (DSS) must perform three functions to be effective: information management for the storage, retrieval and reporting of information in a format convenient for the user; data quantification to condense large amounts of information and manipulate them into a few core indicators, and model manipulation to construct and resolve various scenarios to answer 'what if' questions. Answering the following questions will help an executive decide if a DSS is needed: is the problem completely understood by the decision-maker(s), is the problem quantifiable, is the model appropriate for the problem, can the model be implemented, and do managers understand they are the ones responsible for the decision, not the DSS. **Captions:**

Survey results. (table); Effect of owning a computer. (table);  
Knowledge of  
decision support software. (table)

**Special Features:** illustration; table

**Descriptors:** Decision Theory; Survey; Management of EDP; Executive; Small Business

**File Segment:** TI File 148

...data. Model manipulation refers to the construction and resolution of various scenarios to answer "what if" questions. It includes the processes of model formulation, alternatives **generation** and solution of the proposed models, often through the use of several **operations** research/**management** science approaches.

A DSS usually integrates a data management **system**, a powerful and user friendly query language, and some modeling tools such as spreadsheet programs, graphics, statistical analysis programs and other support software. Recent developments...better understand the effects of their actions on business operations.

DSS forecasting enables the managers to answer the "What will happen?" question. Forecasting should track **actual versus forecasted data** and prepare reports on forecasting accuracy,

including the accuracy of managerial overrides. There are various **methods** of forecasting, essentially involving using regression analysis to inject explanatory variables into the analysis of historical data. In other words, it means looking for patterns...

---

**Dialog eLink:**

**USPTO Full Text Retrieval Options**

19/5,K/2 (Item 1 from file: 15)

DIALOG(R)File 15: ABI/Inform(R)

(c) 2010 ProQuest Info&Learning. All rights reserved.

03386693

115926971

**\*\*USE FORMAT 7 OR 9 FOR FULL TEXT\*\***

**Interpreting and responding to customer needs**

Teare, Richard E

Journal of Workplace Learning v10n2 pp: 76-94

1998

ISSN: 1366-5626 **Journal Code:** EMC

**Document Type:** Periodical; Feature **Language:** English **Record Type:** Fulltext

**Word Count:** 10713

**Abstract:**

This paper relates aspects of consumer behaviour and in particular the decision process to the procedures and processes for delivery and assuring customer service. The main themes are: 1. understanding customers, 2. designing and delivering services, and 3. assuring total quality services.

**Descriptors:** Marketing; Quality of service; Hospitality industry; Studies; Consumer behavior

**Classification Codes:** 7000 (CN=Marketing); 5320 (CN=Quality control); 8380 (CN=Hotels & restaurants); 9130 (CN=Experimental/Theoretical); 2400 (CN=Public relations)

**Print Media ID:** 11881

**Text:**

...of expectations. Prior to brand purchase and use, the consumer formulates expectations about brand performance in a given situation. After using the brand, the consumer **compares** perceived **actual performance** with **expected** performance. Confirmation of expectations and a feeling of satisfaction occurs when the two perspectives coincide or if perceived brand performance exceeds expectations. Disconfirmation occurs if...

...a combination of beliefs about the most important dimensions of brand performance. In this way, beliefs are either strengthened or weakened according to how closely **actual** matches **expected** brand performance, thereby providing a meaningful frame of reference.

#### Summary

To identify different patterns of consumer **decision** making, it is necessary to establish a theoretical framework for comparative analysis (Teare, 1994c, pp. 44-67) and this is depicted in Figure 6.

The...

---

19/5,K/49 (Item 14 from file: 275)  
DIALOG(R)File 275: Gale Group Computer DB(TM)  
(c) 2010 Gale/Cengage. All rights reserved.

01159456    **Supplier Number:** 04367090  
**Microsoft's Project. (Software Review) (evaluation)**

Stern, Marc  
PC Products , v3 , n8 , p65(2)  
Aug , 1986  
**Document Type:** evaluation  
ISSN: 0266-321X  
**Language:** ENGLISH    **Record Type:** ABSTRACT

**Abstract:** Microsoft Project is an excellent **project management software** from Microsoft Corp. priced at \$395, and it is a prime example of the use of critical path **method for project management**. Generally, the **software** is clear, easy to use and quite powerful and its few drawbacks are related to its insistence on the use of menus. Microsoft Project will handle all project tasks, display them graphically, and do 'what-if analysis, and the Print function will product 16 different kinds of reports. The Resource screen manages resources and total project costs, the Analyze screen permits the **comparison of forecast** values and **actual** schedules, and the use of the two together offers users the most powerful asset of the **software**, the ability to complete 'what if' analyses to assist in making **project decisions**. **Captions:**  
Score box. (graph)

**Special Features:** illustration; photograph; graph  
**Company Names:** Microsoft Corp.--Product introduction  
**Descriptors:** Software; Project Management Systems; Project Management Software;

Spreadsheet Software; Evaluation; Feature Measurement

**SIC Codes:** 7372 Prepackaged software

**Trade Names:** Microsoft Project 2.00 (Computer program)--evaluation

**File Segment:** CD File 275

**Abstract:** Microsoft Project is an excellent **project management software** from Microsoft Corp. priced at \$395, and it is a prime example of the use of critical path **method for project management**. Generally, the **software** is clear, easy to use and quite powerful and its few drawbacks are related to its insistence on the use of menus. Microsoft Project will... ..and the Print function will product 16 different kinds of reports. The Resource screen manages resources and total project costs, the Analyze screen permits the **comparison of forecast** values and **actual** schedules, and the use of the two together offers users the most powerful asset of the **software**, the ability to complete 'what if' analyses to assist in making **project decisions**.

**Abstract:**

---

19/5.K/55 (Item 6 from file: 148)

DIALOG(R)File 148: Gale Group Trade & Industry DB

(c) 2010 Gale/Cengage. All rights reserved.

09820804 **Supplier Number:** 19907066 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Warehouse management systems: the suppliers' perspective.(part 4)(Special Section)**

Hill, John M.

Modern Materials Handling , v52 , n12 , pW1(22)

Oct , 1997

ISSN: 0026-8038

**Language:** English

**Record Type:** Fulltext; Abstract

**Word Count:** 8127 **Line Count:** 00698

**Abstract:** Warehouse management systems were evaluated from the perspective of suppliers. A request for proposal should be prepared and sent to possible suppliers. It will also be important to prepare an evaluation form to adequately analyze each proposal. After a warehouse management system has been implemented, it will be important to maintain and care for the system.

**Special Features:** photograph; table; illustration

**Industry Codes/Names:** BUSN Any type of business; TRAN Transportation, Distribution and Purchasing

**Descriptors:** Warehousing--Automation

**Product/Industry Names:** 4220000 (Warehousing); 7372416 (Manufacturing, Distribution & Retailing Software)

**Product/Industry Names:** 4220 Public Warehousing and Storage; 7372 Prepackaged

software

**File Segment: TI File 148**

...you need to know if it is continuing to perform to expectations and whether any further performance improvements are possible.

That requires attention to periodic **system** performance audits and documentation of **actual versus expected results**. If there are variances, dig into the reasons for them and develop action plans for resolution. It may be the layout, operating procedures, or the stay focused on meeting and exceeding your objectives.

Generally, do **actual** benefits measure up to those anticipated?

It is important for users to measure the impact of the **system** and new practices on the warehouse floor. For example, what does the creation of more forward picking locations do for overall throughput? Any WMS should...

---

19/5,K/1 (Item 1 from file: 268)

DIALOG(R)File 268: Banking Info Source

(c) 2010 ProQuest Info&Learning. All rights reserved.

00311021 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Measuring customer service**

Calvert, Francis H; Brogan, Darla J

Kentucky Banker, v 849, p 11,17, May 1997 **Document Type: Journal Article Article**

**Type: Feature ISSN: 0023-0111 Journal Code: BKBR Language: English Record**

**Type: Abstract Fulltext**

**Word Count: 01514**

**Abstract:**

Most banks do not have formal service level measurements in place because management believes their bank is delivering good service, and they do not want to institute additional reporting. Measuring performance is necessary in the planning and implementation of an effective quality performance program for a bank. Several types of reports that are key to understanding the performance of a bank are discussed, including: 1. customer service reporting, 2. statement rendering report, 3. research inquiries reporting, and 4. hardware/software performance reporting.

**Text:**

Two of the primary concerns in today's banking environment are "giving service and controlling expenses". However, if a bank does not track

operational performance, they do not really know the level of service provided to their customers.  
Copyright Kentucky Bankers Association 1997

**Classification:** 9190 (CN=United States); 8100 (CN=Financial services industry); 2400 (CN=Public relations); 5320 (CN=Quality control); 9150 (CN=Guidelines)

**Descriptors:** Customer services; Bank services; Quality of service; Bank management; Guidelines

**Geographic Names:** US

**ARTICLE REFERENCE NUMBER:**

...dramatically depending upon the type.

Hardware/Software Performance Reporting

Monitoring the performance of your hardware and software is critical

whether you maintain an in house **system** or use the services of a third party vendor. Vendors should provide performance level guidelines so

the bank can **compare actual performance** to

**expected** performance. Product line offerings and staffing

projections are based upon expected hardware and **software performance**. **Management** should set realistic goals with the

vendors and work with them to identify any problems that prevent them from

reaching those established goals.

A log...

---

19/5,K/64 (Item 1 from file: 35)

DIALOG(R)File 35: Dissertation Abs Online

(c) 2010 ProQuest Info&Learning. All rights reserved.

01333670 ORDER NO: NOT AVAILABLE FROM UNIVERSITY MICROFILMS INTL.

**THE APPLICATION OF CONTROL SYSTEMS TO INCREASE THE PRODUCTION FROM CONTINUOUS MINER SECTIONS**

**Author:** OBERHOLZER, JAN-WOLVAARDT

**Degree:** PH.D.

**Year:** 1993

**Corporate Source/Institution:** UNIVERSITY OF PRETORIA (SOUTH AFRICA) (6004 )

**SUPERVISOR:** A. N. BROWN

**Source:** Volume 5409B of Dissertations Abstracts International.

PAGE 4891 .

**Descriptors:** ENGINEERING, MINING

**Descriptor Codes:** 0551

Previous work at COMRO has indicated that there is significant scope for

improvement in the production from continuous miner sections. As this improvement will be brought about through more effective operations rather than the introduction of higher capacity equipment, a programme was embarked on to develop control systems.

The systems that were identified to have the potential for the greatest impact on the production from the section, were control methods for operating the continuous miner and for managing the operation of the section.

In developing a control system for the continuous miner, the repositioning action of the boom prior to the sump is made more efficient and accurate through the use of a horizon control system. A mechanism that allows a pre-set depth to be sumped, enables the matching of the volume of coal per cut and the shuttlecar capacity, thereby reducing time losses in the shuttlecar exchange operation.

To alert the section supervision to the occurrence of time losses in the operation of the section, a management control system was developed. This system measures those activities of the shuttlecar transport system as well as continuous miner that have the greatest impact on the amount of coal produced in the section. By **comparing the actual** results with that which is **expected** in a near **real-time** fashion, a **method** to alert **supervision** to substandards **performance** as soon as it occurs was established.

In the testing of the prototypes of the proposed **systems** it became evident that although provision was made for the human element in the design strategy, the effects of this on the implementation of electronic control systems was underestimated.

Even though the prototype system performed to the set requirements, it became evident that the success of any electronic system would ultimately depend not only on the design of the system, but also on way that the introduction of the system and the staff involved with the system is managed by the mine.

...of the shuttlecar transport system as well as continuous miner that have the greatest impact on the amount of coal produced in the section. By **comparing the actual** results with that which is **expected** in a near **real-time** fashion, a **method** to alert **supervision** to substandards **performance** as soon as it occurs was established.

In the testing of the prototypes of the proposed **systems** it became evident that although provision was made for the human element in the design strategy, the effects of this on the implementation of electronic...

---

19/5,K/50 (Item 1 from file: 148)

DIALOG(R)File 148: Gale Group Trade & Industry DB

(c) 2010 Gale/Cengage. All rights reserved.

12358392 **Supplier Number:** 62303269 (USE FORMAT 7 OR 9 FOR FULL TEXT )  
**Performance Appraisal: Verisimilitude Trumps Veracity(\*)**.(Statistical Data Included)

Bowman, James S.

Public Personnel Management , 28 , 4 , 557

Winter , 1999

**Document Type:** Statistical Data Included

ISSN: 0091-0260

**Language:** English

**Record Type:** Fulltext

**Word Count:** 8025 **Line Count:** 00693

**Industry Codes/Names:** BUS Business, General

**Descriptors:** Performance appraisals--Analysis; Civil service--Personnel management

**Geographic Codes:** 1USA United States

**Product/Industry Names:** 9100010 (Public Administration)

**NAICS Codes:** 92113 Public Finance Activities

**File Segment:** TI File 148

...this most common results-focused approach establishes agency objectives, followed in cascading fashion by derivative objectives for every department, all managers, and each employee. These **systems** require specific, realistic objectives, mutually-agreed upon goals, interim **progress** reviews, and **comparison** between **actual** and **expected** accomplishments at the end of the rating period.

Despite its rationality, as well as evidence of effectiveness, (15)

MBO like other appraisal techniques has serious...

---

**Dialog eLink:** **USPTO Full Text Retrieval Options**

19/5,K/10 (Item 9 from file: 15)

DIALOG(R)File 15: ABI/Inform(R)

(c) 2010 ProQuest Info&Learning. All rights reserved.

01644064 02-95053

**\*\*USE FORMAT 7 OR 9 FOR FULL TEXT\*\***

**Balancing people, places and times**

Cupito, Mary Carmen

Health Management Technology v19n7 pp: 26-34

Jun 1998

**CODEN:** COHED2

**ISSN:** 1074-4770 **Journal Code:** CIH

**Document Type:** Journal article **Language:** English **Length:** 6 Pages

**Word Count:** 4015

**Abstract:**

In the health care industry, automated scheduling can make it easier to get people and resources to the right places at the right times across large health care enterprises. Ways in which 4 organizations - Memorial Hermann Healthcare System in Houston, Mississippi Baptist Health Systems in



Jackson, St. Francis Medical Center in Cape Girardeau, Missouri, and Martin Memorial Medical Center in Stuart, Florida - are using scheduling tools are discussed. For example, Melanie Fox, senior project manager/clinical analyst in the information systems department at Memorial Hermann, uses RES-Q RN scheduling software to create a file for every employee, including such times as their competencies and credentials, continuing education credits, and contact information, storing it all in a database. In addition to scheduling, the system also allows managers to determine which staffing levels provide the optimal level of care for the least cost.

**Company Names:**

Mississippi Baptist Medical Center  
St Francis Medical Center-Cape Girardeau MO  
Martin Memorial Medical Center-Stuart FL  
Memorial Hermann Healthcare System

**Geographic Names:** US

**Descriptors:** Health care industry; Manycompanies; Scheduling; Workforce planning; Information systems

**Classification Codes:** 9190 (CN=United States); 8320 (CN=Health care industry); 6100 (CN=Human resource planning); 5240 (CN=Software & systems)

**Text:**

...system, although Memorial Hermann has not yet set up interfaces to do this. Some of the organization's hospitals use a scanner to download acuity data, allowing managers to compare actual staffing to the expected levels required by patients' acuity, Fox says.

The software also allowed her to cost out different staffing scenarios. For example, rather than staffing every 15 beds in a unit with the same number of...

---

**Dialog eLink:**

**USPTO Full Text Retrieval Options**

19/5,K/66 (Item 1 from file: 2)  
DIALOG(R)File 2: INSPEC  
(c) 2010 The IET. All rights reserved.

06938284

**Title:** A new software project simulator based on generalized stochastic Petri-net

**Author(s):** Kusumoto, S.<sup>1</sup>; Mizuno, O.<sup>1</sup>; Kikuno, T.<sup>1</sup>; Hirayama, Y.<sup>1</sup>; Takagi, Y.; Sakamoto, K.

**Affiliation(s):**

<sup>1</sup> Graduate Sch. of Eng. Sci., Osaka Univ., Japan

**Book Title:** Proceedings of the 1997 International Conference on Software Engineering, ICSE 97

**Inclusive Page Numbers:** 293-302

**Publisher:** ACM, New York, NY

**Country of Publication:** USA

**Publication Date:** 1997

**Conference Title:** Proceedings of International Conference on Software Engineering, ICSE 97

**Conference Date:** 17-23 May 1997

**Conference Location:** Boston, MA, USA

**Conference Sponsor:** ACM IEEE

**ISBN:** 0-89791-914-9

**U.S. Copyright Clearance Center Code:** 0 89791 914 9/97/05..\$3.50

**Number of Pages:** xviii+713

**Language:** English

**Document Type:** Conference Paper (PA)

**Treatment:** New Development (N); Theoretical or Mathematical (T)

**Abstract:** The authors propose a new model for software projects and an estimation method for the quality, cost and delivery date. The new model consists of a project model and a process model. The project model focuses on three key components: activity, product and development of the project. The process model includes a set of activity models, each of which specifies design, coding, review, test, and debug activities respectively using GSPN. Moreover, the new model can take the influence of human factors into account by introducing the concept of "workload". Next, they develop a simulator which supports description of the target process, executes the process described by the activity model and analyses the simulation results statistically. Then, they apply the simulator to **real software** projects at certain organization and **compare the estimated values** with **actual** data. The experimental results show the applicability of the **proposed simulator to manage real software projects** in the future. ( 20 refs.)

**Subfile(s):** C (Computing & Control Engineering)

**Descriptors:** Petri nets; program debugging; program testing; project management; software cost estimation; software development management; software quality ; statistical analysis; stochastic processes; virtual machines

**Identifiers:** software project simulator; generalized stochastic Petri net; quality estimation; cost estimation; delivery date estimation; project model; process model; activity; product; development; activity models; design activities; debug activities; test activities; review activities; coding activities; human factors; workload; target process; statistical analysis; real software projects; software project management

**Classification Codes:** C0310F (Software development management); C6110B (Software engineering techniques); C1160 (Combinatorial mathematics); C1140Z (Other

topics in statistics); C6150G (Diagnostic, testing, debugging and evaluating systems)

**International Patent Classification:**

G06F-0009/44 (Arrangements for executing specific programmes)

G06F-0009/455 (Emulation; Software simulation)

G06F-0011/36 ( Preventing errors by testing or debugging of software)

**INSPEC Update Issue:** 1998-023

**Copyright:** 1998, IEE

**Abstract:** ...description of the target process, executes the process described by the activity model and analyses the simulation results statistically. Then, they apply the simulator to **real software** projects at certain organization and **compare** the **estimated values** with **actual** data. The experimental results show the applicability of the **proposed** simulator to **manage real software projects** in the future.

---

**Dialog eLink:** **USPTO Full Text Retrieval Options**

19/5,K/23 (Item 22 from file: 15)

DIALOG(R)File 15: ABI/Inform(R)

(c) 2010 ProQuest Info&Learning. All rights reserved.

00569785

91-44136

**Monitoring Project Performance With Post-Audit Information: Cash Flow Control Charts**

Prueitt, George C.; Park, Chan S.

Engineering Economist v36n4 pp: 307-335

Summer 1991

**CODEN:** ENECAR

**ISSN:** 0013-791X **Journal Code:** EEC

**Document Type:** Journal article **Language:** English **Length:** 29 Pages

**Special Feature:** Charts Graphs Equations References

**Abstract:**

An important aspect of the capital budgeting process is the post-audit, which involves: 1. **comparing actual** results with those **predicted** by the **decision** maker, and 2. explaining why any differences occurred. When **decision** makers systematically revise their uncertain initial **forecasts** with **actual** outcomes, there is a tendency for the estimates to improve. As any biases are observed and eliminated, **management** can improve **operations** and bring results and forecasts into agreement. A post-audit **method** is presented for the class of investment problems where each element of the cash flow forecast is uncertain. These problems have multiple identical units with uncertain cash flow estimates, as found in many fleet replacement problems or in advanced manufacturing systems with multiple

cells. This method graphically illustrates the uncertainty resolution that occurs.

**Descriptors:** Project management; Cash flow forecasting; Capital budgeting; Bayesian analysis; Economic models; Cost engineering; Statistical analysis; Studies

**Classification Codes:** 1130 (CN=Economic theory); 9130 (CN=Experimental/Theoretical); 3100 (CN=Capital & debt management)

**Abstract:**

An important aspect of the capital budgeting process is the post-audit, which involves: 1. **comparing actual** results with those **predicted** by the **decision** maker, and 2. explaining why any differences occurred. When **decision** makers systematically revise their uncertain initial **forecasts** with **actual** outcomes, there is a tendency for the estimates to improve. As any biases are observed and eliminated, **management** can improve **operations** and bring results and forecasts into agreement. A post-audit **method** is presented for the class of investment problems where each element of the cash flow forecast is uncertain. These problems have multiple identical units with...

---

**Dialog eLink:** **USFTO Full Text Retrieval Options**

19/5,K/13 (Item 12 from file: 15)

DIALOG(R)File 15: ABI/Inform(R)

(c) 2010 ProQuest Info&Learning. All rights reserved.

01540288

01-91276

**\*\*USE FORMAT 7 OR 9 FOR FULL TEXT\*\***

**Performance management: Making it happen**

Booth, Rupert

Management Accounting-London v75n10 pp: 28-30

Nov 1997

**CODEN:** MATGBA

**ISSN:** 0025-1682 **Journal Code:** MAC

**Document Type:** Journal article **Language:** English **Length:** 3 Pages

**Special Feature:** Charts References

**Word Count:** 1866

**Abstract:**

Management accountants face the challenge of linking strategy to the

everyday reality of a company's operations. Making this link depends on performance measures. Managers make decisions and ensure that they are properly implemented. Both of these functions require a first-class performance measurement system. The performance measurement framework has to be made available to the whole organization in an accessible form, therefore, a delivery system is required. Performance management is an approach to running a business which is based on the premise that managers and staff should be rewarded on the basis of their performance, as objectively measured by a framework which is consistent with the organization's goals. How performance management can be used to link reward to operational performance is discussed. The European Foundation for Quality Management framework is examined.

### Geographic Names: Europe

**Descriptors:** Performance appraisal; Pay for performance; Objectives; Decision support systems; Management reviews

**Classification Codes:** 9175 (CN=Western Europe); 6200 (CN=Training & development); 2310 (CN=Planning)

**Text:**

...a story-board for the implementation of the corporate strategy. The performance model itself is usually in paper form but there is no reason why **system** dynamics and simulation techniques cannot be used to create a dynamic business model to **compare actual** with **expected performance**.

(Graph Omitted)

Captioned as: Figure 2

(Graph Omitted)

Captioned as: Figure 3

Another well known framework is the one designed by the European Foundation for...